

Notice of References Cited

Application/Control No.

09/784,068

Applicant(s)/Patent Under
Reexamination
DOBES ET AL.

Examiner

Chad Zhong

Art Unit

2154

Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-6,101,182 A	08-2000	Sistanizadeh et al.	370/352
	B	US-6,636,502 B1	10-2003	Lager et al.	370/352
	C	US-6,662,233 B1	12-2003	Skarpness et al.	709/246
	D	US-6,496,575 B1	12-2002	Vasell et al.	379/102.05
	E	US-6,430,174 B1	08-2002	Jennings et al.	370/352
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"LODE: a system for learning kernel knowledge bases from databases", Rowland et al. March 1987
	V	"Net management - from an alarming point of view", Kiernan, Telephone Engineer and Management, Vol. 95, no. 5 p. 64-7, March 1991
	W	"Vendors unify system tools", Leon, Infoworld, Dec. 18, 1995 vol. 17, Iss. 51; pg 1
	X	"The help desk market: disarray and disrepair", Bradley Hecht, Dec 1996 Datamation

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.